

DOD Group Travel Cancellation Policies and Fees

Cancellation fees in this clause are voluntary, that is, the contractor may but is not required to assess the cancellation fees. Cancellation fees apply to DOD groups of 10 to 20 passengers only. Groups of 10 or more passengers will be booked through the carrier's group booking procedures. DOD groups of 21 or more passengers are non-mandatory users of this contract and are not covered by this clause.

(A) Except as otherwise provided in (C) below, the following cancellation fees/policies apply to DOD groups of 10 to 20 passengers:

(1) Group Ticketing Requirements:

Domestic and International Travel

- a. Group seat reservations made more than 15 calendar days prior to the departure date may be cancelled by the air carrier if not ticketed and names applied within 7 calendar days of the date of departure. The air carrier will notify the servicing DOD reservation activity before any cancellation is made.
- b. Group seat reservations made less than 15 and more than 5 calendar days of the date of departure may be cancelled by the carrier if not ticketed and names applied within 5 days of the date of departure. The air carrier will notify the servicing DOD reservation activity before any cancellation is made.
- c. Groups seat reservations made less than 6 calendar days of the date of departure may be cancelled by the carrier is not ticketed and names applied within 24 hours of the booking. The air carrier will notify the servicing DOD reservation activity before any cancellation is made.

(2) Group Cancellation Fees:

- a. Twenty five percent of the ticket price if cancelled less than eight (8) calendar days but more than three (3) calendar days from the departure date.
- b. Fifty percent of the ticket price if cancelled three (3) calendar days or less from the departure date.
- c. There are no refunds for any group that no shows. Travelers will be allowed to travel standby within 24 hours of the original time of departure, but the carrier is not bound to keep the group together. If the group must travel together, a new ticket must be purchased.

(B) DOD group travel cancellation fees under this clause are predicated on ticket issuance. Cancellation fees apply to all scheduled service group moves, including those arranged at the local level by commercial travel offices (CTO). The cancellation fee will be determined on the base, one-way fare (excluding taxes, surcharges, and fees).

NOTE: Cancellation fees are computed based on the day on which the reservation is cancelled. For purposes of calculating calendar days under this clause, the date of departure counts as day 0.

(C) Cancellations due to contingencies or national emergencies (which result in executive level changes to the requirements) are exempt from cancellation fees. At the time of cancellation, DOD will notify the carrier if either applies to the cancellation. No-

show passengers that result from any aircraft delay on any preceding legs of a connecting flight itinerary are exempt from cancellation fees.

(D) Transportation offices are the initial points of contact for resolution of such questions/disputes for locally arranged group travel (decentralized solicitation). If DOD and the contractor cannot reach resolution, the matter is to be referred to the GSA Contracting Officer.